

Online Open



Recovery College

Organisation Membership

Preparing for Recovery (Short Course)

Student Evaluations

February 2017

This report has been made anonymous so that the Organisation of which the students are part of cannot be identified. Throughout the report reference to the Organisation Name has been replaced with '[Organisation Name]'.

Data collected and report written by:

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1. Summary of the Report

In September 2016, the first cohort of students at [Organisation Name] were enrolled within the short course 'Preparing for Recovery' (59 students). The majority of students (88%) have successfully completed the course, submitting their course reflections and evaluation form.

Most students enjoyed the course, with 85% rating the course as 'Excellent' or 'Good'. Areas that were enjoyed/good included: a new deeper understanding of recovery (18%); course structure/pace/length/ease to follow/relaxed/casual (14%); videos/seminars (12%); and hearing Ron and Karen's recovery journey (9%).

Students felt they learnt a lot from the course, with many areas being new to them including: externalisation of the problem (18%); the illness trap (16%); the problem is the problem (12%); and dominant story/preferred story (11%).

Virtually all students (96%) said they would recommend the course to others, whether residents, colleagues, staff members or anyone who wants to improve their lives.

Many students (94%) felt they were going to take the learning from the course into their life, work and practice. Examples of areas they would use included: personal development plan for self and residents (18%); COPS (11%), recovery tools for own recovery (9%); and setting goals (9%).

When asked how relevant the course was to their life and work, 59% responded "completely" and 10% "mostly". Some identified it will help them work with residents more confidently and reflect more about themselves.

There were a lot of positive comments about the course, including:

"Overall it was a great course, I am very thankful that I was given an opportunity by my organisation to do this excellent course". (Worker)

"Congratulations on developing [the] Recovery College. It's a fantastic learning opportunity for us all". (Worker)

"In order to continue our service, change needed to occur. It was necessary for [Organisation Name] to become recovery focused, therefore the course content has helped staff to share an understanding of recovery and to allow change to occur. During this process I have seen content from this course naturally being brought into conversations and it has begun to change how we work together with the residents". (Manager)

“This was [a] great learning experience and I think has definitely assisted me to look at my role as a worker in a very different light”. (Worker)

The majority of students (31%) felt that the course could not be improved. But areas that could be improved included: video quality (10%); professional nature of videos (10%); and students preferred face-to-face learning (9%). We encourage student feedback, to ensure the course can continue to be improved for the future. Within all the feedback, on how the course could be improved, notes and suggestions have been included on how we propose on improving the course.

2. Introduction

This report has been produced from the Evaluation forms of the Short Course *Preparing for Recovery*, within the Working to Recovery Online Open Recovery College.

[*Organisation Name*] has been part of the Working to Recovery Online Open Recovery College since September 2016. Membership is for 2 years and expires on 1st October 2018.

3. Students

In September 2016, 59 students were enrolled from [*Organisation Name*] within the Course *Preparing for Recovery*.

Out of these 59 students, 52 (88%) students have successfully completed the course; 5 (9%) students have not completed; and 2 (3%) left the organisation.

4. Overall Experience of the Course

Please see *Appendix 1* for full breakdown of the results.

4.1 Overall Course Rating

Within this question, students were asked to rate the course (Excellent, Good, Average, Ok or Poor). The results showed that the majority of students enjoyed the course, with 85% of students rated the course as either 'Excellent' or 'Good'. Only 2 students (4%) rated the course as 'Poor'.

4.2 What was Good / Enjoy?

Within this question, students were asked to comment what was 'Good and Enjoyed' within the course.

The comments have been categorised. The most popular were:

COMMENT	%
New Understanding of Recovery/ Deeper Understanding of Recovery	18%
Course Structure/Pace/Length/Ease to Follow/Relaxed/Casual	14%
Videos/Seminars	12%
Hearing about Ron and Karen's recovery journey	9%

4.3 What was Not Good / Did Not Enjoy?

Within this question, students were asked to comment what was 'Not Good and Did Not Enjoy' within the course.

The comments have been categorised. The most popular were:

COMMENT	%
Nothing	31%
Videos out of Sync/Poor Quality/Background Noise (especially in Module 4)	10%
Problems with Videos (unprofessional/amateur filmed)	10%
Prefer face-to-face learning – online is too isolating and frustrating	9%

From these comments, certain steps will be taken to improve the course. See *Appendix 1* for more details.

5. Learning from the Course

Please see *Appendix 2* for full breakdown of the results.

5.1 What did you Learn?

Within this question, students were asked to comment on what they learnt from the course.

The comments have been categorised. The most popular were:

COMMENT	%
Elements of Recovery (COPS, Choice, Independence, etc...)	16%
Broader way to understand recovery	14%
People's personal experiences of recovery	12%
You are not the problem, the problem is the problem	9%

5.2 What was New to you?

Within this question, students were asked to comment on what was new to them in the course.

The comments have been categorised. The most popular were:

COMMENT	%
Externalisation of a problem	18%
The Illness Trap	16%
Narrative Therapy	16%
The Problem is the Problem	12%

5.3 Would you Recommend this course?

Within this question, students were asked to whether they would recommend this course and asked to comment on their response.

The comments have been categorised. The most popular were:

COMMENT	%
YES	24%
YES – To residents/people with mental health problems	24%
YES – To other colleagues / staff members	17%
YES – Can help anyone improve their lives	14%

6. Relating Course to Life / Work / Practice

Please see *Appendix 3* for full breakdown of the results.

6.1 How going to Take Learning into Life / Work / Practice?

Within this question, students were asked to comment on how they were going to take the learning into their life, work and practice.

The comments have been categorised. The most popular were:

COMMENT	%
Use personal development plan with self and residents	18%
Will use COPS with residents	11%
Helped through my own life / recovery – will continue to use tools for self	9%
Help setting my own goals	9%

6.2 How Relevant was course to your Life / Work?

Within this question, students were asked to comment on how relevant the course was to their life and work.

The comments have been categorised. The most popular were:

COMMENT	%
Completely	59%
Know the problem is not the problem	17%
Most	10%
Helpful – helps to look at yourself	7%

6.3 How Important was the content to your Life and Work Role?

Within this question, students were asked to comment on how important the content of the course was to their life and work role.

The comments have been categorised. The most popular were:

COMMENT	%
Important to both life and work	26%
Learning about recovery	23%
Given information to use in life and work	14%
More confident in understanding recovery in a broader way	9%

7. Any Other Comments?

Please see *Appendix 4* for full breakdown of the results.

There were quite a few comments, a few are listed below:

“Imagine a Jigsaw. It takes time and patience to do and can be challenging as pieces may not fit when joining together, this can be frustrating and family members or friends may join in and help or you might ask for help. This is how I see a hypothetical way of preparing for recovery”.

“In order to continue our service, change needed to occur. It was necessary for [Organisation Name] to become recovery focused, therefore the course content has helped staff to share an understanding of recovery and to allow change to occur. During this process I have seen content from this course naturally being brought into conversations and it has begun to change how we work together with the residents”.

“I did enjoy the course but think I suffered from an information overload at times by watching the seminars and reading the comments from other participants. I feel that I understand it all but had trouble putting it all into words”.

“Overall it was a great course, I am very thankful that I was given an opportunity by my organisation to do this excellent course”.

“Would have [be helpful if] covered some videos, to help understand and practice illness trap in severe anxiety and OCD, as current video and example of Jane is only helped us learning about voice hearers”.

8. Appendices 1 – 5

1	Overall Experience of the Course	13 – 15
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Appendix 1: Overall Experience of the Course

OVERALL COURSE RATING (1=poor, 5=excellent)			WHAT WAS GOOD / ENJOY?			WHAT WAS NOT GOOD/DID NOT ENJOY			
RATING	%	#	COMMENT	%	#	COMMENT	%	#	JIM'S PROPOSED ACTION
1 (poor)	4%	2	New understanding / deeper understanding of recovery	18%	21	Nothing	31%	18	N/A
2 (ok)	4%	2	Course structure / pace / length / easy to follow / relaxed / casual	13%	14	Videos out of sync & poor sound quality / background noise (especially Module 4)	10%	6	Jim to look at and try to improve quality. Provide subtitles for videos.
3 (average)	6%	3	Videos/Seminars	12%	13	Problems with videos (unprofessional/amateur filmed)	10%	6	Pass this onto Ron and Karen
4 (good)	52%	27	Hearing about Ron/Karen's recovery journey	9%	10	Videos/Seminars too long and not very engaging	5%	3	Write some introductory text about seminar length
5 (excellent)	34%	18	Writing daily Journal	8%	9	Videos – Unprofessional – Ron & Karen could present themselves better (e.g. brush hair, etc...	5%	3	Pass this onto Ron and Karen
			Totally different experience	8%	9	Seminars/videos too long	5%	3	Write some introductory text about seminar length and why

			Examples	2%	2	Lack of structure	2%	1	
			Learning that our experiences are similar to those we support	1%	1	Nothing relevant that can relate to work with residents	2%	1	
			Instructional Videos / Jim available to help with technical difficulties	1%	1	Would like to explore the areas more in-depth	2%	1	Suggestion to Ron and Karen to develop a following course to this one.
			Access to the Recovery College Library	1%	1	Module 3 – more videos to create better understanding	2%	1	Discuss with Ron and Karen
						Having to work and do the course	2%	1	Pass on this to [<i>Organisation Employee</i>]
						Would be good to have more resources	2%	1	Pass on to Ron and Karen
						Spelling mistakes & poor punctuation	2%	1	Re-check whole course

Appendix 2: Learning from the Course

WHAT DID YOU LEARN?			WHAT WAS NEW TO YOU?			WHAT YOU RECOMMEND THE COURSE?		
COMMENT	%	#	COMMENT	%	#	COMMENT	%	#
Elements of recovery (COPS, Choice, Independence, etc...)	16%	19	The Illness Trap	16%	11	YES	24%	14
Broader way to understand recovery	14%	16	Externalisation of a problem	18%	12	YES – to residents/people with mental health problems	24%	14
People’s personal experiences of recovery	12%	14	Narrative Therapy	16%	11	YES – to other colleagues / staff members	17%	10
You are not the problem, the problem is the problem	9%	11	Dominant story/preferred story	11%	7	YES – can help anyone improve their lives	14%	8
Understand Illness Trap	9%	10	The problem is the problem	12%	8	YES – it’s user friendly and easy to understand	3%	2

Have a positive attitude / more confidence working with resident	6%	7	Reflection part	5%	3	YES – great introduction to recovery	3%	2
Narrative Therapy	7%	8	Different approach to recovery	5%	3	YES – be good if in different languages for people who don't speak English	2%	1
Recovery is possible / hope	5%	6	All of it	5%	3	YES – if done in a group	3%	2
Recovery does not mean cure / symptoms free	5%	6	Elements of Recovery	3%	2	YES – be good for family members	2%	1
Alternative approach to the medical model	5%	6	Personal Development Plan	3%	2	YES – across whole services	2%	1
My Personal Development Plan	4%	5	50% new to me	2%	1	NO – not linked to evidence base practice	2%	1
Language	2%	2	35% new to me	2%	1	NO – issues with boundaries and sharing personal information on forums	2%	1
Dominant story/preferred story	2%	2	Nothing – already done recovery based learning	2%	1	NO/YES – if they haven't done any recovery based learning then YES	2%	1

Understanding how trust can be a big barrier to moving forward	1%	1		
Assess people as individuals	1%	1		
Nothing	2%	2		

Appendix 3: Relating Course to Life / Work / Practice

HOW GOING TO TAKE LEARNING INTO LIFE / WORK / PRACTICE?			HOW RELEVANT WAS COURSE TO YOUR LIFE / WORK			HOW IMPORTANT WAS THE CONTENT TO YOUR LIFE AND WORK ROLE?		
COMMENT	%	#	COMMENT	%	#	COMMENT	%	#
Use personal development plan with self and residents	18%	14	Completely	59%	17	Important to both life and work	26%	6
Will use COPS with residents	11%	9	Know the problem is not the problem	17%	5	Learning about recovery	23%	5
Helped through my own life/ recovery – will continue to use tools on self	9%	7	Most	10%	3	Given information to use in life and work	14%	3
Help setting my own goals	9%	7	Helpful – helps you to look at yourself	7%	2	More confident in understanding recovery in broader way	9%	2
Help residents in their Recovery	8%	6	More confident working with residents	7%	2	Knowing challenges and solutions of recovery	9%	2
Going to use Narrative Therapy in own life / with	8%	6				Given ideas on how to have open honest conversations	9%	2

residents				
Use self/personal journey working with residents	7%	5		Will help when running groups
Being more aware / reflective	7%	5		Working with people who hear voices
Help residents to understand their life	5%	4		
Understanding the problem and working on it	5%	4		
Writing journal	4%	3		
More confident working with residents to set goals	3%	2		
Listen non-judgementally	3%	2		
Knowing recovery is possible	3%	2		

Appendix 4: Any Other Comments?

“Imagine a Jigsaw. It takes time and patience to do and can be challenging as pieces may not fit when joining together, this can be frustrating and family members or friends may join in and help or you might ask for help. This is how I see a hypothetical way of preparing for recovery”.

“In order to continue our service, change needed to occur. It was necessary for [Organisation Name] to become recovery focused, therefore the course content has helped staff to share an understanding of recovery and to allow change to occur. During this process I have seen content from this course naturally being brought into conversations and it has begun to change how we work together with the residents”.

“I did enjoy the course but think I suffered from an information overload at times by watching the seminars and reading the comments from other participants. I feel that I understand it all but had trouble putting it all into words”.

“This was [a] great learning experience and I think has definitely assisted me to look at my role as a worker in a very different light”.

“Congratulations on developing [the] Recovery College. It’s a fantastic learning opportunity for us all”.

“Please consider working on the course presentation”.

“Overall it was a great course, I am very thankful that I was given an opportunity by my organisation to do this excellent course”.

"I'd just like to express my gratitude for having the opportunity to participate in the course and I acknowledge that passion and commitment of all the people involved in making the course available".

"It was good and different approach to deal with people with mental illness".

"Would have [be helpful if] covered some videos, to help understand and practice illness trap in severe anxiety and OCD, as current video and example of Jane is only helped us learning about voice hearers".

"Great course and listening to Karen and Ron, speak during the seminars was great".

"I would like to thank Karen and Ron for sharing their story and more importantly their knowledge with others that hold so much more influence (street cred)".

Course Evaluation Form

Congratulations on completing the Foundation Course.

Now you have finished the course, please take your time to complete this Evaluation Form. We take all feedback from students seriously. All forms are reviewed regularly, which helps us change our courses to fit students' comments and feedback and ensure students get the best from the Recovery College.

Student feedback and evaluation will be published on our website and in newsletters. Quotes provided may also be published.

All information you provide will be completely confidential. If you require to ensure complete anonymity, you can send the form back through the post. Please post forms to:

Jim Campbell
The Melting Pot
5 Rose Street
Edinburgh
EH2 2PR

Alternatively, you can email the form to, Jim Campbell – jim@workingtorecovery.co.uk

Please complete this form once you have completed the course.

Please note: you will need to save this form/document before adding your details and returning it to the Recovery College.

Thank you for your time on completing this form.

We look forward to welcome you back to the Recovery College in the near future.

OVERALL EXPERIENCE OF THE COURSE

Which Course have you completed?

Course Title	Click here to enter text.
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Please rate the overall experience of the course on a Scale of 1-5

(1 = poor, 2 = ok, 3 = average, 4 = good, 5 = excellent)

- 1 (poor)
- 2 (ok)
- 3 (average)
- 4 (good)
- 5 (excellent)

Please provide any comments on why you have provided the above rating

Click here to enter text.

What was GOOD about the course / what did you ENJOY?

Click here to enter text.

What was NOT GOOD about the course / what did you NOT ENJOY?

Click here to enter text.

LEARNING FROM THE COURSE

What did you learn from the course?

Click here to enter text.

What proportion of the course content was new to you?

Click here to enter text.

Would you recommend this course to others? Please comment why.

Click here to enter text.

RELATING THE COURSE TO YOUR LIFE / WORK / PRACTICE

How are you going to take the learning from this course into your life / work / practice?

Click here to enter text.

How relevant was the course content to your life/work?

Click here to enter text.

How important to your life/role was the course content?

Click here to enter text.

Any Other Comments?

Click here to enter text.